

## **VIRTUAL APPOINTMENTS**

Standard face-to-face contacts between clients and the agent of record shall take place in person. To provide incentives and reward positive behavior, clients supervised at a medium level or lower may be considered to participate in virtual face-to-face appointments. However, no client shall receive more than two consecutive virtual appointments without supervisory approval and the reason is documented in COMPAS.

When determining suitability for a virtual appointment, agents should take into account the following factors:

1. Clients must be supervised at a medium level or lower
2. Clients have been violation free for the previous 90 days
3. Clients have demonstrated positive progress in achieving case plan and treatment goals and other court ordered conditions
4. Virtual appointments must occur on a platform that ensures visual contact between the agent and client
5. Additional factors for determining suitability may include: employment and residence stability, school attendance, positive support networks, attendance and engagement in prior appointments with the agent

Virtual appointments may be conducted with any client who is incarcerated pending an alternative to revocation, serving a sanction or completing treatment in a residential program. Virtual appointments can be conducted with collateral sources.

In addition, supervisors may approve virtual appointments for clients supervised at High or above if extenuating circumstances exist, medical needs or inclement weather, as examples. The agent shall document approval and reason for such in a staffing note.

Home visits are not eligible for virtual appointments.

## **HOME VISITS**

### **.01 AUTHORITY**

[Wisconsin Administrative Code DOC 328.04\(a\)-\(c\)](#)

**.02 GENERAL STATEMENT**

A home visit is a scheduled or unscheduled visit to an offender's reported residence/property where the offender resides. Entry into the residence/property shall be made unless access is refused or if it does not appear that anyone is at home. Home visits where the agent makes contact with the offender will be considered a contact for purposes of meeting contact standards. Home visits are not eligible for virtual appointments.

**.03 PURPOSE**

The purpose of a home visit should be clearly identified in the case notes.